<table>
<thead>
<tr>
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<tr>
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**Generic Scope**
Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.

Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.

Experienced professional who knows how to apply theory and put it into practice in‐depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.

Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.

Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.

**Custom Scope**
Under direct supervision, acquires skills and knowledge of professional concepts and operations in clinical applications to work on projects of small size and limited complexity.

Applies acquired skills and professional clinical applications concepts for small to medium sized projects of moderate scope. Operates independently within defined scope of responsibilities.

Applies skills as a seasoned clinical applications professional to projects of medium size at all levels of complexity, or portions of large projects.

As a technical leader in clinical applications, applies advanced professional concepts and extensive industry knowledge to lead and / or work on medium to large projects of broad scope and complexity. May be recognized expert of an area of focus in clinical applications.

As a recognized expert in one or more area of focus in clinical applications, applies comprehensive knowledge of professional concepts and industry practices to lead the most complex projects of large size and scope that have critical impact throughout the health system and / or systemwide.

**Key Resp 01**
Applies acquired skills to perform basic modification and debugging of clinical software, hardware, and / or operating systems of limited scope and complexity.

Designs, implements, debugs and evaluates moderately complex clinical software, hardware and / or operating systems.

Plans, implements and supports clinical software, hardware, operating systems and / or distributed clinical information systems of moderate scope and complexity. Contributes to estimates of resource needs and scheduling of system upgrades and modifications.

Leads and / or conducts the planning and implementation of clinical software, hardware, operating systems and / or distributed clinical information systems at all levels of complexity and scope. Advises peers or manages improvements in optimization and improved functionality.

Initiates, leads, and directs large and complex projects involving the planning and deployment of clinical software, operating systems and / or distributed clinical information systems. Expert on multiple aspects of the electronic health record, or other clinical application.

**Key Resp 02**
Applies acquired skills to assist with...

Contributes to moderately complex...

Works on complex initiatives to analyze...

Works on highly-complex initiatives to...

Leads or works on the most complex...
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<tr>
<td>Key Resp 03</td>
<td>Acquires skills to collaborate effectively with clinical system users to introduce and implement new releases. Acquires skills to assist in development of business strategies and improvements in operational processes.</td>
<td>Collaborates with clinical system users to implement new releases and system upgrades. Assists in development of business strategies and improvements in operational processes. Establishes scope and requirements for initiatives.</td>
<td>Collaborates with key clinical users on complex projects to modify workflow due to new releases and system upgrades. Plans and develops improvements in functionality and efficiency of clinical applications. Liaison between vendors and IT leadership.</td>
<td>Serves as a technical leader, conducting in-depth analysis and documentation of system specifications and identifying process changes as a result of system upgrades and new releases. Leads teams and committees in developing highly-complex project plans, and provides senior staff and management with guidance and recommendations for improvements in quality, efficiency, and functionality.</td>
<td>Applies broad industry expertise to organize, plan, and direct comprehensive analysis and documentation of system specifications, including identifying required process changes arising from system upgrades and new releases. Initiates and leads organization-wide teams and committees on the most complex project plans, and advises management on optimal strategies and policies for generating improvements in quality, efficiency, and functionality.</td>
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<tr>
<td>Key Resp 04</td>
<td>Acquires skills to support new project development of limited scope and complexity. Performs systems analysis, documentation, coding, testing and implementation.</td>
<td>Participates in the development of new projects of moderate scope and complexity. Performs systems analysis, planning and preparation, coding, testing, implementation and client / vendor coordination.</td>
<td>Contributes to the development of new projects at all levels of scope and complexity. Performs systems analysis, planning and preparation, coding, testing, implementation and client / vendor coordination.</td>
<td>Leads the development of new projects at high levels of complexity and broad scope. Functions as a resource to resolve systems analysis and testing issues. Works to resolve technical challenges, as well as interpersonal and / or team performance issues in regards to development.</td>
<td>Initiates, plans, develops, and leads new projects of the greatest complexity and widest scope. Serves as an expert resource to find and resolve issues in systems analysis and testing. Devises approaches and creative solutions to technical challenges and interpersonal and / or team performance issues with regard to development.</td>
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<td>Key Resp 05</td>
<td>Acquires the skills to train end users in workflow and / or the use of the applications and clinical IT tools. Assists with the development of user aids.</td>
<td>Participates in user training in clinical software, hardware and / or operating systems of limited complexity. Develops training tools and user aids.</td>
<td>Designs and conducts user training in clinical information system workflows and processes, hardware and / or operating systems at all levels of complexity. Develops effective tools and aids for systems training.</td>
<td>Designs and conducts user training in complex clinical information system workflows and processes, hardware and / or operating systems with broad scope.</td>
<td>Assesses user needs, and plans, develops, and delivers user training in the most complex and sophisticated clinical information system workflows, processes, hardware, and / or operating systems.</td>
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</table>
Job Family | Information Technology
---|---
Job Function | Clinical Applications
Category | Professional

**Job Summary**
Involves the design, building, testing, and implementation of clinical application systems. Provides support to clinical users through knowledge of clinical processes, documentation needs, workflows, and clinical practice standards, when adapting software to meet their needs. Works with clinicians to create or adapt written protocols. Prepares detailed specs encompassing clinical processes, information flow, risk and impact analysis. May provide customer service, troubleshooting, and maintenance.

**Job Level**
- **Entry**
- **Intermediate**
- **Experienced**
- **Advanced**
- **Expert**

**Key Resp 06**
Troubleshoots and documents basic issues with clinical software, hardware and / or operating systems. Performs in-depth analysis using provided tools in root cause analysis, suggests solutions.

**Intermediate**
Troubleshoots and documents moderately-complex issues with clinical software, hardware and / or operating systems. Performs root cause analysis, informs management and takes action. Coordinates service and support between clinical engineering, IT, networks, and outside vendors.

**Experienced**
Troubleshoots escalated issues of moderate complexity and scope with clinical software, hardware, operating systems and / or distributed clinical information systems. Identifies and coordinates service and support as needed between clinical engineering, IT, networks, departments and outside vendors. Proposes new solutions in regards to workflows, processes, system designs or developments as needed.

**Advanced**
Troubleshoots complex issues of broad scope with clinical software, hardware, operating systems and / or distributed clinical information systems. Identifies and coordinates service and support as needed between clinical engineering, IT, networks, departments and outside vendors. Develops, collaborates and implements new functionality, testing, workflows, processes, system designs or developments as needed.

**Expert**
Performs high-level troubleshooting of the most complex issues of the broadest scope with clinical programs, hardware, operating systems and / or distributed clinical information systems. Analyzes, identifies needs for service and support, and directs and coordinates service delivery between clinical engineering, IT, networks, and outside vendors. Leads project teams to conceive, develop, and deploy new workflows, processes, system designs, or developments.

**Key Resp 07**
Assist with the compilation of complete and concise documentation of requests.

**Intermediate**
Compiles complete and concise documentation of requests. Confirms scope and requirements for initiatives.

**Experienced**
Participates in development of complete, concise and comprehensive policies and operation procedures to assist in communicating issues to management staff.

**Advanced**
Coordinates development of new Standard SOP to assist in standardization of routine processes to support the technology used by the business unit. Supports change and innovation.

**Expert**
Coordinate workgroup dashboards, trending service and quality of the product supported. Embraces change and innovation.

**Key Resp 08**
Realigns based upon business and clinical needs. Looks to new opportunities to address customer service challenges. Documents issues and develops / communicates plans to address.

**Intermediate**
Realigns based upon business and clinical needs. Looks to new opportunities to address customer service challenges. Documents issues and develops / communicates plans to address.

**Experienced**
Seeks improvements in services. Consults with clinicians, using feedback to improve use of technology for the clinical and business users.

**Advanced**
Seeks improvements in services. Consults with clinicians, using feedback to improve use of technology for the clinical and business users.

**Expert**
Consults with physicians and other healthcare providers in navigating applications. Seeks tools to enhance and improve the product at the enterprise level. Regularly consults with clinical staff and management on complex issues and ensures issues are consistently addressed.

**Key Resp 09**
Estimates project time requirements, addresses gaps, participates in feasibility assessments.

**Intermediate**
Estimates project time requirements, addresses gaps, participates in feasibility assessments.

**Experienced**
Estimates project time requirements, addresses gaps, participates in feasibility assessments.

**Advanced**
Estimates project time requirements, addresses gaps, participates in feasibility assessments.

**Expert**
Estimates project time requirements, addresses gaps, participates in feasibility assessments.

**Key Resp 10**
Uses project management tools to manage service requests and project time requirements. Provides status updates to the business.

**Intermediate**
Uses project management tools to manage service requests and project time requirements. Provides status updates to the business.

**Experienced**
Uses project management tools to manage service requests and project time requirements. Provides status updates to the business.

**Advanced**
Uses project management tools to manage service requests and project time requirements. Provides status updates to the business.

**Expert**
Uses project management tools to manage service requests and project time requirements. Provides status updates to the business.

**Key Resp 11**

**Key Resp 12**

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Last Revised: 26 July 2016
**Job Family**  
Information Technology  

**Job Function**  
Clinical Applications  

**Category**  
Professional  

**Job Summary**  
Involves the design, building, testing, and implementation of clinical application systems. Provides support to clinical users through knowledge of clinical processes, documentation needs, workflows, and clinical practice standards, when adapting software to meet their needs. Works with clinicians to create or adapt written protocols. Prepares detailed specs encompassing clinical processes, information flow, risk and impact analysis. May provide customer service, troubleshooting, and maintenance.

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<td>Key Resp 15</td>
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**Education 1**  
Bachelor’s degree in health care information technology, computer science, or related area, and / or equivalent combination of experience / training.

**Education 2**  
Bachelor’s degree in health care information technology, computer science, or related area, and / or equivalent combination of experience / training.

**Education 3**  
Bachelor’s degree in health care information technology, computer science, or related area, and / or equivalent combination of experience / training.

**Education 4**  
Bachelor’s degree in health care information technology, computer science, or related area, and / or equivalent combination of experience / training.

**License 1**  
Must pass a background check.

**License 2**  
Must pass a background check.

**License 3**  
Must pass a background check.

**License 4**  
Must pass a background check.

**Cert 1**  
Must pass a background check.

**Cert 2**  
Must pass a background check.

**Cert 3**  
Must pass a background check.

**Cert 4**  
Must pass a background check.

**Spec Cond 1**  
Basic knowledge of specific clinical applications and functions, including development, implementation, maintenance, user support, and system testing and evaluation.

**Spec Cond 2**  
Working knowledge of clinical applications systems and functions, including development, implementation, user support, maintenance, and system testing and evaluation.

**Spec Cond 3**  
Broad and / or in-depth knowledge of 1-2 areas of focus in clinical applications specialty area(s). Knowledge of systems and functions, including design, implementation, user support and training, maintenance, quality assurance, and system testing and evaluation.

**Spec Cond 4**  
Broadly encompassing or highly in-depth knowledge of 1-2 areas of focus in clinical applications specialty area(s). Knowledge of operations, systems and functions, including planning, design, development, implementation, user support and training, maintenance, quality assurance, and system testing and evaluation.

**KSA 01**  
Expert knowledge of clinical applications operations, systems, and functions, including planning, design, development, implementation, user support and training, maintenance, quality assurance, and system testing and evaluation.
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<td>KSA 02</td>
<td>Basic problem-solving and troubleshooting skills, with the ability to work both independently and collaboratively to identify potential solutions, and develop options for resolution.</td>
<td>Demonstrated problem-solving skills, with the ability to quickly diagnose problems and develop multiple options for effective and timely resolution of issues and problems.</td>
<td>Strong problem-resolution skills, with the ability to quickly diagnose problems, and develop, test, and implement appropriate and effective solutions in a timely manner.</td>
<td>Ability to apply advanced problem-resolution skills to highly complex issues, quickly diagnose problems, and develop, test, and implement appropriate and effective solutions in a timely manner.</td>
<td>Ability to apply expert-level problem-solving skills to issues of the most complex nature, to quickly diagnose problems, and to develop, test, and deploy appropriate and effective solutions in a timely manner.</td>
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<tr>
<td>KSA 03</td>
<td>Basic interpersonal and customer-service skills, with the ability to work effectively on a team and provide technical support to users of clinical applications.</td>
<td>Demonstrated interpersonal and customer-service skills to collaborate productively on a team and to provide training and support to clinical providers and staff.</td>
<td>Strong interpersonal skills, with the ability to effectively, train, support, and collaborate productively with users of clinical information systems at all professional and technical levels.</td>
<td>Advanced interpersonal communication skills to effectively train, support, and collaborate productively with clinical users and key stakeholders at all professional and technical levels.</td>
<td>Expert proficiency in interpersonal communications to effectively train, support, and collaborate productively with clinical users, management, and key stakeholders at all professional and technical levels.</td>
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<tr>
<td>KSA 04</td>
<td>Detail oriented, with basic organizational skills and the ability to manage time efficiently, prioritize tasks, and complete assignments consistently on schedule.</td>
<td>Detail oriented, with demonstrated organizational skills and the ability to manage time efficiently, prioritize tasks, set schedules, and complete projects in a timely and cost-effective manner.</td>
<td>Detail oriented, with proven organizational skills and the ability to effectively manage time, prioritize tasks, and see projects through to completion on deadline.</td>
<td>Advanced organizational and project management skills, and ability to lead a team, prioritize tasks, and see projects through from inception to completion on schedule.</td>
<td>Highly-developed skills and expertise in project management, with demonstrated ability to plan and lead teams, prioritize tasks, and direct projects successfully from inception to completion on task and on schedule.</td>
</tr>
<tr>
<td>KSA 05</td>
<td>Basic skills in written and verbal communications, with the ability to clearly convey technical information to both technical and non-technical personnel.</td>
<td>Demonstrated skills in written and verbal communications, with the ability to convey technical information to clinical users in a clear and concise manner.</td>
<td>Strong written and verbal communication skills, with the ability to convey technical information and instructions to all levels of clinical applications users in a specific, clear, and concise manner.</td>
<td>Advanced written and verbal communications skills, to convey highly-technical information and instructions to all levels of clinical users and staff in a specific, clear, and concise manner.</td>
<td>Highly skilled in written and verbal communications, to develop written specifications and curricula, and to convey comprehensive technical information and training to all levels of clinical users and staff in a specific, clear, and concise manner.</td>
</tr>
<tr>
<td>KSA 06</td>
<td>Basic knowledge of departmental systems and procedures for executing simple tests and perform appropriate documentation and reporting.</td>
<td>Working knowledge of departmental systems and procedures for documentation and reporting, with the ability to perform tests, and to analyze, and interpret relevant data.</td>
<td>Strong analytical skills and knowledge in documentation and reporting, with the ability to design and execute tests, analyze system performance data, and produce substantive reports and analyses.</td>
<td>Advanced analytical skills and expertise in documentation and reporting, with the ability to apply metrics, plan and implement testing systems, collect and analyze performance data, and produce substantive reports and analyses for management use.</td>
<td>Demonstrated analytical skills and expertise in documentation and reporting, with the ability to develop and apply metrics, evaluate new systems and releases, plan and implement testing systems, collect and analyze performance data, and produce comprehensive reports and analysis for management use.</td>
</tr>
<tr>
<td>KSA 07</td>
<td>Ability to work with senior staff and managers, serving as a technical resource and providing advice and support.</td>
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<td>Demonstrated ability to serve as an expert resource with broad industry knowledge, to lead teams and work...</td>
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**Category**

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**KSA 08**

**KSA 09**

**KSA 10**

**KSA 11**

**KSA 12**

**KSA 13**

**KSA 14**

**KSA 15**

**Environment**

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**Career Path 2**

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**Career Path 3**

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**Page 6 of 6 Last Revised: 26 July 2016**